



Glucofacts® deluxe

Diabetes Management Software
Version 3.01

User Guide

Display meter readings

View a variety of reports

Personalise meter settings

Store multiple users



For use with all Bayer's CONTOUR®
blood glucose monitoring systems
(including DIDGET®) and BREEZE®2
systems

Introduction

GLUCOFACTS DELUXE diabetes management software is intended for use by health care professionals and patients with diabetes for viewing and printing reports. These reports display the meter readings from Bayer's CONTOUR® (including DIDGET®) and BREEZE®2 meters.

There are 2 versions of GLUCOFACTS® DELUXE software:



Meter Version—for a single user

The **meter version** of the software is pre-loaded on your CONTOUR®USB or CONTOUR®NEXT USB meter. To use the meter version, you must connect your meter to a computer to view your reports. The reports **will not** be stored on your computer.

Look for this symbol  in the User Guide for information about the *meter version*.



Computer Version—for one or more users

The **computer version** of the software can be downloaded from the Bayer Diabetes Care website (www.bayerglucofacts.com) and installed on your computer. When you connect any supported Bayer meter to your computer—using the meter's USB plug or a cable—the readings in that meter can be downloaded to the computer version of the software and stored on your computer.

Look for this symbol  in the User Guide for information about the *computer version*.



When both symbols are displayed, the information applies to both the *meter* and the *computer* versions of GLUCOFACTS DELUXE diabetes management software.

Information For Safety



WARNINGS

Talk to Your Health Care Professional

- Before setting any Target Ranges or High or Low Alerts on your meter or in GLUCOFACTS®DELUXE data management software.
- Before changing your medication based on test results.
- If your blood sugar reading is under 2.8 mmol/L, follow medical advice immediately.
- If your blood sugar reading is over 13.9 mmol/L, wash your hands well and repeat the test with a new strip. If you get a similar result, call your health care professional as soon as possible.

Potential Biohazard

- Always wash your hands well with soap and water before and after testing, handling the meter, lancing device, or test strips.

PRECAUTIONS

- Read your meter User Guide and all instructional materials provided in your meter kit before testing.
- Please follow all instructions for use and care exactly as described to help avoid inaccurate results.
- Use only cables that are provided with your meter or that are available from Bayer. See page 54 for more information about ordering a cable from Bayer.
- Please be aware that USB ports in some computers and self-powered USB hubs can become much warmer than the surrounding room. If you wish to test immediately after disconnecting from your computer, please use the USB cable provided for the supported meter.
- The screens shown in this User Guide may look different from those you see on your computer screen. This User Guide was developed for GLUCOFACTS DELUXE, Version 3.01. Periodic updates to the software and/or User Guide may be available on the website. We recommend that you download these updates from www.bayerglucofacts.com.

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Key Features of GLUCOFACTS® DELUXE

- Allows you to view your data
- Downloads meter readings and entries, such as carbs, insulin and notes
- Allows you to change meter settings and blood sugar ranges
- Prints standard reports easily
- Provides customized report settings, including daily time periods and date range
- Provides online help to answer your questions about GLUCOFACTS DELUXE

GLUCOFACTS DELUXE Version	Version Description
 Meter Version	<p>The meter version of GLUCOFACTS DELUXE is portable. You can take it with you anywhere since it runs directly from your CONTOUR®USB or CONTOUR®NEXT USB meter when connected to a computer.</p> <p>The icon at left will be visible only if you are running the meter version.</p>
 Computer Version	<p>The computer version of GLUCOFACTS DELUXE runs only on your computer.</p> <p>The database on the computer version allows you to store one or multiple users' profiles and their meter readings. The database also allows you to manually add and edit Logbook entries (blood sugar, A1c, carbs, insulin, comment). The icon at left will be visible only if you are running the computer version.</p>



Additional Materials Needed to Run GLUCOFACTS®DELUXE

- A meter from Bayer (supported brands include CONTOUR® blood glucose monitoring systems (including DIDGET®) and BREEZE®2 systems)
- The appropriate cable from Bayer to connect your meter to your computer:
 - o The cable compatible with your Bayer meter
 - OR**
 - o Bayer's serial cable – which connects to a serial/pin port on your computer, for meters that do not have a USB plug
 - OR**
 - o Bayer's USB cable – which connects to a USB port on your computer, for meters that do not have a USB plug.
- A computer with the following:
 - o Microsoft Windows XP SP3, Windows Vista SP2, or Windows 7 operating system
 - Java 1.6.0_17
 - Hardware requirements- - -
PC with a USB or serial port and internet connection (if using internet download installation)
 - o MAC Leopard 10.5.7 and 10.5.8, Snow Leopard 10.6.2—10.6.8, and Lion 10.7.1, and an Intel-based 64-bit processor
The MAC operating system is only compatible for use with the CONTOUR®USB and CONTOUR®NEXT USB meters.
 - Java SE 6
 - Hardware requirements- - -
MAC with a USB port and internet connection (if using internet download installation)

Initial Setup – Meter Version of GLUCOFACETS® DELUXE

This section is intended for CONTOUR®USB and CONTOUR®NEXT USB meters, which come pre-loaded with the meter version of GLUCOFACETS DELUXE. See page 8 for information on meters that do not have GLUCOFACETS DELUXE pre-loaded on the meter.

HINT: the MAC operating system is only compatible for use with the CONTOUR USB and CONTOUR NEXT USB meters.

The first time you use GLUCOFACETS DELUXE from your CONTOUR USB or CONTOUR NEXT USB meter, please allow a few minutes for the program to launch. After the first use, your GLUCOFACETS DELUXE screens will appear on your computer more quickly.

In the meter version of GLUCOFACETS DELUXE, some screens may differ from those in the GLUCOFACETS DELUXE version installed on your computer.

For details about your CONTOUR USB or CONTOUR NEXT USB meter, see your meter User Guide.

Step 1. Connect Your Meter

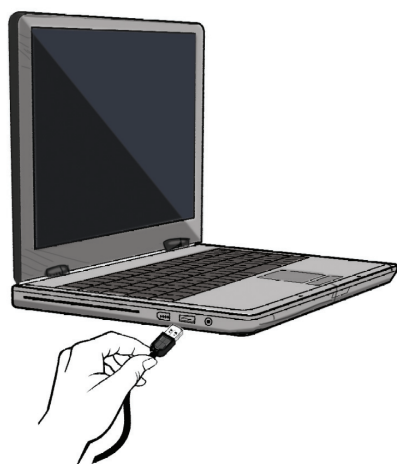
If you have Bayer's CONTOUR USB or CONTOUR NEXT USB meter:

- Remove the meter cap with the Bayer logo on it to reveal the USB connector.
- Plug the meter into the computer's USB port.

OR



- Use the additional USB cable provided in your meter kit. Plug the USB connector into the computer's USB port. Plug the other cable end into the meter.



Step 2. Install GLUCOFACTS® DELUXE Smart Launch

Smart Launch allows you to plug in your CONTOUR®USB or CONTOUR®NEXT USB meter and automatically launch GLUCOFACTS DELUXE from your meter to view your meter readings.

Smart Launch may have already been installed to your computer if:

- you have installed GLUCOFACTS DELUXE v2.11.12 or higher on your computer.

OR

- you ran GLUCOFACTS DELUXE v2.11.12 or higher updater to update GLUCOFACTS DELUXE on your CONTOUR USB meter.

If you are using a CONTOUR NEXT USB meter and you have not installed Smart Launch on your computer, follow these instructions to install Smart Launch to your computer:

If your computer has a:	Do this:
Windows operating system:	<ol style="list-style-type: none">1. Insert your meter into a USB port. A window named GLUCOFACTS will open.2. Find and double-click on the folder icon to open the GLUCOFACTS drive.3. Find and double-click on the GLUCOFACTS DELUXE Smart Launch - Win application.4. Follow the prompts to install Smart Launch on your PC.5. The GLUCOFACTS DELUXE application will automatically launch now – and every time you insert your meter into a USB port on your PC.
MAC operating system:	<ol style="list-style-type: none">1. Insert your meter into a USB port. A window will open showing the GLUCOFACTS drive.2. Find and double-click GLUCOFACTS DELUXE Smart Launch - Mac.mpkg.3. Follow the prompts to install Smart Launch on your MAC.4. The GLUCOFACTS DELUXE application will automatically launch now – and every time you insert your meter into a USB port on your MAC.


HINT: you may need to disconnect and reconnect your meter to automatically launch GLUCOFACTS DELUXE now.

Step 3. Launch Meter Version

- Connect your CONTOUR®USB or CONTOUR®NEXT USB meter to your computer.
- When GLUCOFACTS®DELUXE launches from your meter, you will see a Welcome Screen similar to this:



Step 4. Personalise Your Meter (Optional)

- Click  on the top toolbar.
- Click the **Profile Details** tab and change Profile fields as necessary.
- Click **Save Changes**.



Setup of the meter version is now complete!

Initial Setup – Computer Version of GLUCOFACTS®DELUXE

The computer version of GLUCOFACTS DELUXE can be used with any supported Bayer meter. The database feature on the computer version allows you to download data from multiple meters or users.

Install GLUCOFACTS DELUXE on Your Computer

If you have WinGLUCOFACTS™ installed, GLUCOFACTS DELUXE will not replace that software. You can import the files from your WinGLUCOFACTS software.

To download and install from the internet site, go to www.bayerglucofacts.com and follow the directions on the screens.

Installation of the computer version is complete!

Once installed, a shortcut icon for GLUCOFACTS DELUXE will be added to your desktop for easy access to the application.



- Double-click on this icon to launch the application now, and each time you want to run the computer version of GLUCOFACTS DELUXE.
- When GLUCOFACTS DELUXE launches from your computer, you will see this Welcome Screen:



Connect Your Meter

For your convenience, you can leave your cable from Bayer connected to the computer at all times.

For CONTOUR®USB or CONTOUR®NEXT USB meters:

- Remove the meter cap with the Bayer logo on it to reveal the USB connector.
- Plug the meter into the computer's USB port.

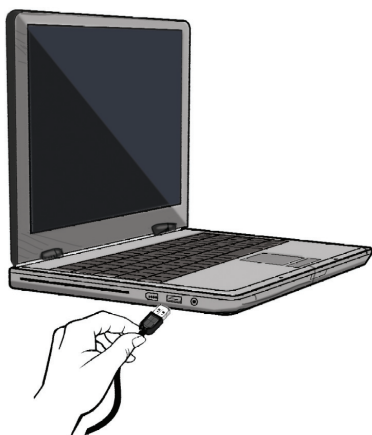
OR




Use the USB extension cable provided in your meter kit.

- Plug the USB connector into the computer's USB port.
- Plug the other cable end into the meter.

CAUTION: Please be aware that USB ports in some computers and self-powered USB hubs can become much warmer than the surrounding room. If you wish to test immediately after disconnecting from your computer, please use the USB cable provided for the supported meter.




For any other supported Bayer meter:

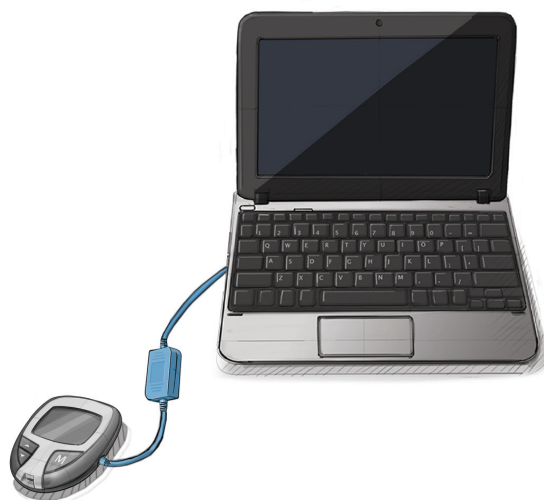
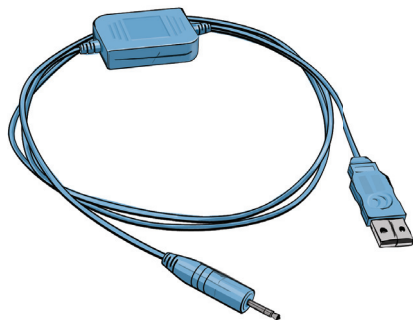
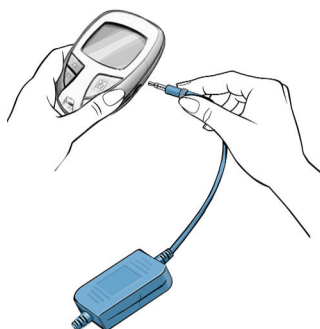
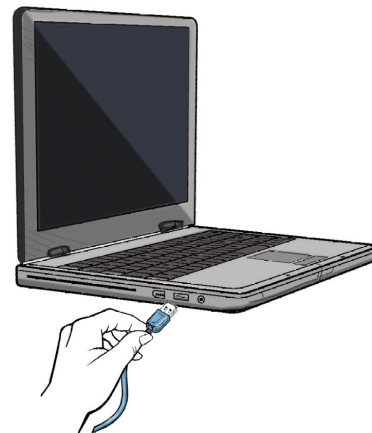
- Your computer will have one or more of the following:
 - A serial port that has 9 pinholes for a serial cable, or
 - A USB port .

The cable you use must fit one of the ports available on your computer.

If you are using Bayer's USB cable (blue):

Please follow the instructions received with the Bayer's USB cable for first time installation.

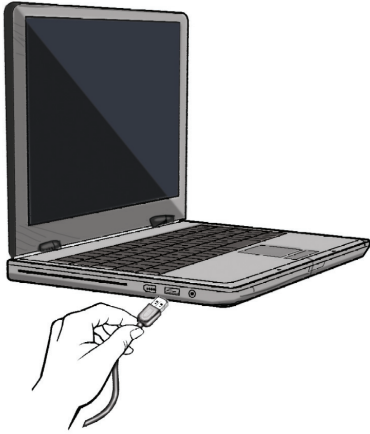
- Plug the USB connector into the PC's USB port .
- With the meter turned OFF, completely insert the round metal end of the USB cable into the meter. Please verify that your meter plug is inserted completely.



For a DIDGET® meter:

Use the cable included in your meter kit.

- Plug the USB connector into the computer's USB port.
- Plug the other cable end into the meter.

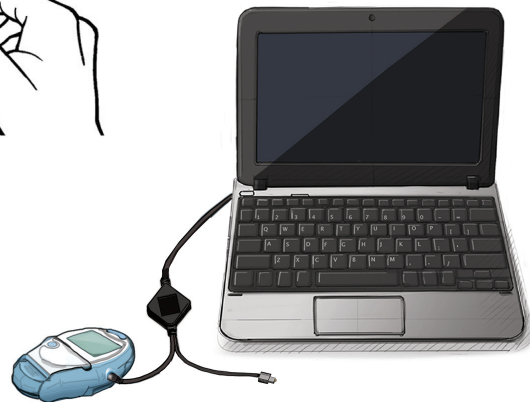
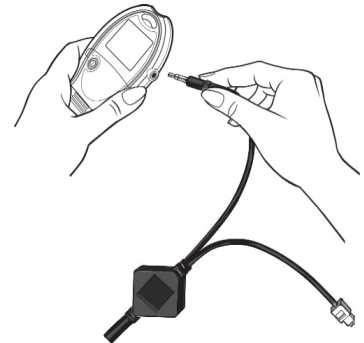


If you are using Bayer's serial/pin cable (black):

- With the meter turned OFF, firmly plug the cable into the meter.

HINT: if you are using Bayer's serial cable (a 'Y' cable), only the round metal end fits into the meter.

- Insert the other end into the computer's serial/pin port.










- Your computer should recognise the serial cable without any installation steps. *Please verify that your meter plug is inserted completely.*

CAUTION: To test, you must unplug your meter.

GLUCOFACTS® DELUXE Buttons





Buttons Common to Both Meter and Computer Versions of GLUCOFACTS DELUXE

Button	Description
 Home	The Home screen of GLUCOFACTS DELUXE has links to all of the options available.
 Set Up	Allows you to customise GLUCOFACTS DELUXE for the language displayed, reports printed, report ranges for Above Target, Target and Below Target blood sugar readings, setting the daily time periods, and setting automatic download and printing.
 Help	Provides help within the GLUCOFACTS DELUXE application. The application's Help may contain more detailed instructions about GLUCOFACTS DELUXE features.
 Simple Print	If you typically print the same reports, Simple Print allows you to pre-select those reports, then just click the Simple Print button to quickly send them to your printer.
 Print Reports	Allows you to select and print reports.
 Save as PDF	Allows you to save selected reports as a PDF file.
 Export to CSV	Allows you to save all Logbook entries to a Comma Separated Value file to import into a spreadsheet.








Buttons on Computer Version

Button	Description
 People	The People screen allows you to add a new person to the database. It also allows you to view or manage individual reports, profiles, settings, and meter information when you select the appropriate person from the list.
 Exit	Exits GLUCOFAC [®] TS DELUXE.



Buttons on Meter Version

Button	Description
 Track Trends	The Track Trends button displays the reports. The GLUCOFAC [®] TS DELUXE reports can be customised to display readings by specific dates and includes trends and summary reports.
 Website	GLUCOFAC [®] TS DELUXE will display a Bayer website where you can check for updates to the meter version of the software. You can also download the latest computer version of the software.
 Exit	<p>Closes GLUCOFAC[®]TS DELUXE.</p> <p>When GLUCOFAC[®]TS DELUXE launches from your meter, it places an icon  in the Windows system tray (notification area) of your PC or MAC. This icon stays in the tray as long as the CONTOUR[®]USB or CONTOUR[®]NEXT USB meter is plugged into the computer.</p> <p>Right-click on the system tray icon  to select either of the following options:</p> <ol style="list-style-type: none"> 1. Launch GLUCOFAC[®]TS DELUXE (if you have closed the application but the meter is still plugged in). 2. Browse Mass Storage (for CONTOUR USB meters only). 3. Exit the application. <p>HINT: with Windows 7, the icon may appear in the hidden system tray icon list.</p>

CAUTION: To avoid potential problems with the files installed on the USB drive of the CONTOUR USB and CONTOUR NEXT USB meters, both PC and MAC users must safely eject the drive prior to removing the meter from the USB port of a computer.



Downloading Your Meter's Readings to GLUCOFACTS® DELUXE

GLUCOFACTS DELUXE is set to automatically detect a meter whenever it is connected to your computer.

To download your meter's readings, simply plug it in. The meter must be turned on to download readings. If your meter does not automatically turn on, refer to your meter User Guide for how to turn on your meter.








For GLUCOFACTS DELUXE installed on your computer, you have the following options when you initially download a meter that is not associated with a person:

Option	What it Means
Add New Person & Download Readings	Allows you to add new person's details to the database.
Associate to an Existing Person & Download Readings	Allows you to associate the new meter to an existing person in the database.
View Reports Only	Creates one temporary account and assigns the meter data to this temporary account.
Print Reports Only	Opens the Print Reports Dialog after the download completes.

When your readings have been downloaded into the software, you can view and print reports in GLUCOFACTS DELUXE.

The following reports are available from both the meter version and the computer version of GLUCOFACTS DELUXE:

Report	Definition
 <p>Logbook</p>	A record of blood sugar readings by day and time for a specified date range.
 <p>Trends</p>	A graph of blood sugar readings by day for a specified date range as well as the option to include a carb and/or insulin graph for the date range on one report.
 <p>Standard Day</p>	A graph that displays blood sugar readings by time of day as if all readings occurred in one day. Readings marked deleted or control are not included in the report.
 <p>Standard Week</p>	A graph that displays blood sugar readings by day of the week as if all readings in the date range occurred in one week. Readings marked deleted or control are not included in the report.
 <p>Summary</p>	An overview of all meter readings in a specified date range that includes information such as the number of readings; the lowest and highest blood sugar readings; the number of insulin and carb entries; and the average blood sugar reading. Includes a chart showing the percent (%) of readings within, above and below your target range.

HINTS:

- A legend appears on most reports explaining the symbols.
- You can view the details about any of your entries by pointing your mouse to a data point in the graph or a Logbook entry.
- Some meters have the option to mark insulin dosage and carb intake. Those entries will download with the blood sugar readings from the meter.
- Reports on your screen will be colour coded to display readings as Above Target (yellow), Target (green), or Below Target (orange).

Logbook Report

[Logbook](#)
[Trends](#)
[Standard Day](#)
[Standard Week](#)
[Summary](#)

Carb Unit:

Grams

Logbook Range: March 8, 2011 to March 13, 2012

Change Date Range

Date	Morning 12:00 AM - 8:00 AM	Midday 8:00 AM - 4:00 PM	Evening 4:00 PM - 12:00 AM
	<div> <div></div> <div></div> <div></div> <div></div> </div>	<div> <div></div> <div></div> <div></div> <div></div> </div>	<div> <div></div> <div></div> <div></div> <div></div> </div>
	01:25 <div>5.0</div>	11:46 <div>10.0</div>	05:12 <div>60</div>
Thursday Mar 10, 2011	06:51 <div>30</div>		05:12 <div>8.0</div>
	06:51 <div>5.6</div>		05:12 <div>6.9</div>
	06:51 <div>6.7</div>		10:10 <div>10.0</div>

- Blood sugar values will appear in the Blood Sugar column
- Comment entries are marked with a
- The Fasting , Before Meal , and After Meal symbols may appear with a blood sugar reading
- Insulin entry values will appear in the Insulin column
- Carb entry values will appear in the Carb column
- Entries marked in the meter with the Logbook symbol will have a symbol with the reading
- Any control tests will have a marker with the reading
- Readings that have been marked as deleted in the meter (All BREEZE®2 and some CONTOUR® meter models) will be marked with an in GLUCOFACETS DELUXE. Please review your meter User Guide to confirm whether this applies to your meter
- A 'Show' checkbox lets you show or hide the Data Analysis Table below the Logbook

Graphs in GLUCOFACETS® DELUXE Reports

- The blood sugar entries are displayed as in the graphs.
- On some reports with graphs, you can click to zoom in on the readings. This changes the scale of the graph to remove extra white space.

HINT: the 'Zoom In' feature applies only to displayed reports; printed reports are always full-scale.

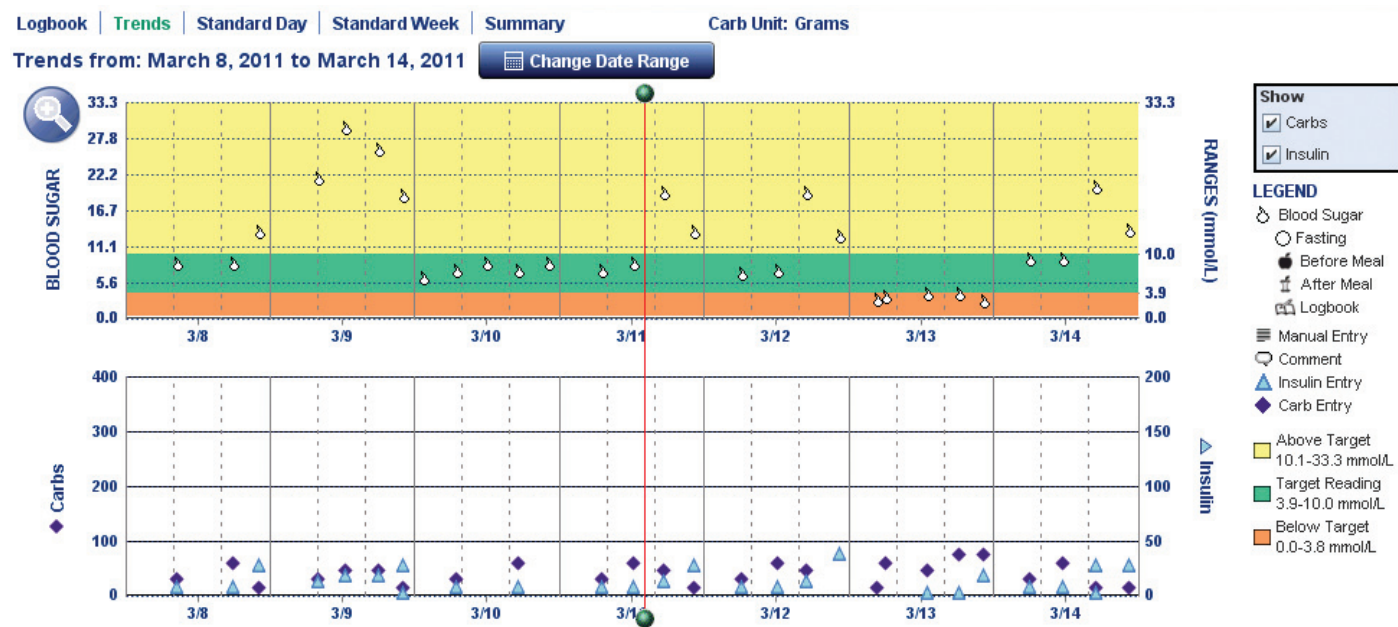
Trends Report

After a successful meter download, you will be automatically directed to the Trends report. The Trends report contains blood sugar, carbs and insulin entries. You can select to show carbs and insulin entries by clicking the **Show** checkbox on the right above the Legend.

Only the CONTOUR®NEXT USB meter allows carb and insulin entries on the meter. For all other supported meters, you will need to install GLUCOFACETS DELUXE on your computer to manually enter insulin and carbs.

The following are examples of the Trends report, and include carbs and insulin. Other reports are viewable by selecting one of the report tabs. See your meter User Guide to confirm if your meter has been set up in mmol/L.

Example: Trends Report in mmol/L With Carbs and Insulin

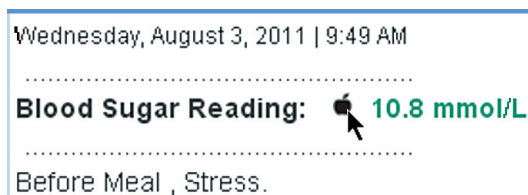


The Trends report displays a red vertical bar that you can slide right or left to line up the carb and insulin entries with each other and with the blood sugar readings on the graph above. Click on the top or bottom anchor, or anywhere on the vertical line to drag it left or right.

View Details About Readings on a Report

If you move your cursor over any data point on a graph or over an entry in the Logbook, a 'tool tip' will open and display information associated with this reading.

Examples:



View Same Day/Week Readings in Standard Day/Week Report


- Click on a data point on the Standard Day or Standard Week Report graph. GLUCOFAC[®]TS DELUXE will connect this reading with all readings that occurred on the same day or in the same week, within the selected date range.
- To disconnect the line, click anywhere in the graph outside a data point.



Printing Reports


Print Reports

To print a report while you are viewing it, follow these steps. This will not affect your automatic printing options.


1. Click the  button in the upper right corner of the screen.
2. Click in the box beside each report you wish to print. To de-select, click again.
3. Select the number of days to be included in the report. The current date range is already selected but can be changed.
4. If you wish to keep these print settings for GLUCOFAC[®]TS DELUXE reports, check **Make this default**.
Note that these settings will apply to ALL reports printed or saved as a PDF.
5. Click **Print Reports** or click **Cancel** to close the window without printing.

Using Simple Print to Easily Print Reports

The Simple Print feature allows you to print pre-selected reports. You can change these settings by following the steps above for Print a Report.

- If GLUCOFACTS®DELUXE is running from your meter, simply click  from the Home screen.

OR


- From a report, click the  button above the report.
- When the Print window opens, select your printer.

HINT: Simple Print will use the most recent Print settings you have saved.






Save a Report as a PDF (e.g., Adobe Acrobat) File

You can save the report as a PDF file. This will make it easier to send the report via email.

1. In a report, click  in the upper right corner of the screen.
2. Click in the box beside each report you wish to save to a .pdf file. To de-select, click again.
3. Select number of days to include in the report. The current date range is already selected, but can be changed. The report(s) and date range you select will be used to create the PDF file.
4. If you wish to keep these print settings for these reports, check **Make this default**. Note that these settings will apply to ALL reports printed or saved as a PDF.
5. Click **Save As PDF** or click **Cancel** to close the window without saving.
6. When the Save window displays, change the 'Save in' file location if needed and assign a file name.

Export to a Comma Separated Value (.csv) File

You can save all entries to a .csv file to import into a spreadsheet.

1. Select a person from the  list, or click  on the top toolbar. GLUCOFACTS®DELUXE opens the Reports section.
2. Click  in the upper right corner of the screen.
3. When Bayer's Export Agreement window displays, click **Agree** to continue and check the box that says **Do Not Show This Again**.
4. When the Save window displays, change the 'Save in' file location if needed. Assign a file name or use the default name. The default file type will be '.csv.'
5. Click **Save** to export all of the patient entries or click **Cancel** to close the window without exporting.

HINT: you may be able to import a .csv file into other programs.

Customise Your Reports

The GLUCOFACTS DELUXE reports can be customised to display readings by specific dates. There are also options for customising the report ranges for Above Target, Target and Below Target blood sugar readings, and setting the daily time periods.

Set Blood Sugar Ranges

GLUCOFACTS DELUXE uses blood sugar ranges in displays and data analysis to help in viewing. These ranges apply only to the GLUCOFACTS DELUXE application and do not change the blood sugar ranges you may have in your meter.







CAUTION: These values can be changed to the range you and your health care professional decide are your personal target ranges.



WARNING

Discuss your Target ranges with your health care professional.

First, select one of the following:

If You Wish to Change Blood Sugar Ranges:	Initial Steps
 for one person in the database	Select the person from the  list and click the Setting Preferences tab.
 for all reports for everyone in the database	HINT: changes to the application's standard blood sugar ranges will apply to all reports, unless other ranges have been specified individually for a person. Click the Settings  button on the top toolbar.
 for meter version	Click  on the top toolbar and click the Setting Preferences tab.



WARNING

Discuss with your health care professional what blood sugar ranges are best for you.



WARNING

- If your blood sugar reading is under 2.8 mmol/L, follow medical advice immediately.
- If your blood sugar reading is over 13.9 mmol/L, wash and dry your hands well and repeat the test with a new strip. If you get a similar result, follow medical advice immediately.
- Always consult your health care professional before changing your medication based on test results.

Then, follow these steps:





1. Click the **Blood Sugar** tab. If GLUCOFAC[®]TS DELUXE has a database  and you wish to use a person's own blood sugar targets for reports, click **Use Personal Settings** in the upper left corner of the screen.
2. Click and drag the column slider 'handles'  to change the upper and lower limits of the Target range.

OR

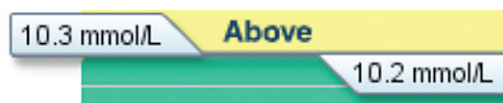
Click (or press and hold) the plus  and minus  signs.

OR

Type the Target numbers in the white boxes.

	Above	
	10.2	
	Target	
	4.1	
	Below	

In the picture below, 10.3 mmol/L is above Target range and 10.2 mmol/L is in the Target (green) range.



3. Click **Save Changes** or **Cancel**. The application will use your saved settings instead of the default (standard) settings.

CAUTION: Changes to personal or application settings in GLUCOFAC[®]TS DELUXE do not change the settings in a person's meter. However, if GLUCOFAC[®]TS DELUXE is installed on your computer and you want a person's individual blood sugar targets to always match the meter, check in the box 'Always Update GLUCOFAC[®]TS Personal Target Settings to Match the Meter' on the General Settings screen.









WARNING



Discuss with your health care professional what blood sugar targets are best for you.

Set Daily Time Periods

First, select one of the following:

If You Wish to Change Daily Time Periods:	Initial Steps
 for one person in the database	Select the person from the  list and click the Setting Preferences tab.
 for all reports for everyone in the database	HINT: changes to the application's standard daily time periods will apply to all reports unless other time periods have been specified individually for a person. Click the Settings  button on the top toolbar.
 for meter version	Click  on the top toolbar and click the Setting Preferences tab.

Then, follow these steps:

1. Click the **Time Period** tab. If GLUCOFAC[®] DELUXE has a database  and you wish to use a person's own Time Period settings for reports, click **Use Personal Settings** in the upper left corner of the screen.
2. Use the drop-down list to change **Number of Time Periods**, if desired.
3. If desired, type in new Time Period labels (for example, 'Early Morning'). Be sure that no labels are the same and that no labels are left blank.
4. Click and drag the column slider 'handles'  to move the start times up or down by 15 minutes as needed.
5. Click **Save Changes** or **Cancel**. The application will use your saved settings instead of the default (standard) settings.

Change the Date Range Used for GLUCOFAC[®] DELUXE Reports

1. Click **Change Date Range** on the top of the report.
2. The Change Date Range window shows the 'From' and 'To' dates that will be used for each range option, based on the date of the most recent reading in the meter (not on the current date).
3. Click the desired date range, or click **Choose Dates** to enter your own date range.

HINT: the 'From' date you enter **CANNOT BE EARLIER** than the earliest 'From' date in the Date Range list. If you enter an unacceptable date, the box will turn red until you enter a valid date.




4. To use the same (non-custom) date range for all GLUCOFAC[®] on-screen reports the next time you download meter readings, check **Use these settings next time**.

HINT: by default, GLUCOFAC[®] DELUXE uses 'last 2 weeks' as the standard date range for reports. You can change this default by checking 'Use these settings next time' before applying your date range.


5. Click **Apply** to change the date range, or click **Cancel** to return to the report without changing the date range.

CAUTION: The date range you choose for on-screen reports does not change the date range for printed reports. For more information see 'Printing Reports.'

Manually Add Blood Sugar, Carbs, A1c (HbA_{1c}), Insulin, or Comment Entries to a Person's Logbook


1. Select the person from the  list.
 2. Click the **Logbook** report tab.
 3. Click + **Add an Entry**.
 4. Enter a date, or click the  icon to select a date from the Calendar tool.
 5. Enter a time, or click the  icon to select the time from the Clock tool.
 6. Select the Entry Type from the pull-down menu.
 7. For a Blood Sugar entry: enter the Blood Sugar value, then select a Meal Marker (Fasting/Before/After Meal Marker) or leave the pre-selected 'No Mark.'
 8. For a Carb entry: enter the Carb value (for example, 75) then select the carb units. Valid range is 1 – 400 for Grams and 1 – 40 for Points or Choices.
 9. For an Insulin entry: enter the Insulin dose in units (for example, 12.5). Valid range is 1 – 200 units.
 10. For an A1c (HbA_{1c}) entry: enter the A1c value, then set the A1c measurement units (for example, 7.0% or 75 mmol/mol). Valid range is 3.0% – 20.0% or 9 – 195 mmol/mol.
 11. For a Comments Only entry: enter any comments in the Comments text box.
- HINT: you may enter comments for any entry type.**
12. Click **Save + Add an Entry** to save this entry and add another; click **Save** to save this entry and exit; or click **Cancel**.

Edit an Entry in the Logbook

1. Select the person from the  list.
2. Click the **Logbook** report tab.
3. Find the entry in the cell and click to select it.
4. Click **Edit an Entry**.
5. Change field values as needed.
6. Click **Save** or **Cancel**.

HINT: only the Comments field can be edited on meter readings.

Delete a Manual Entry From the Logbook



1. Select the person from the  list.
2. Click the **Logbook** tab.
3. Find the entry in the Logbook and click to select it.
4. Click the **Delete** key on your computer's keyboard and click **OK** when you are prompted.

HINT: entries downloaded from a meter cannot be deleted.

Meter Settings

Change Meter Settings and Formats

HINT: the Meter Information screen in GLUCOFACTS®DELUXE will display those settings that are available on the connected meter. Note that different meters provide different levels of functionality.

1. Make sure your meter is connected and turned on.
2. Select the person from the  list **OR** click  on the top toolbar.
3. Click the **Meter Information** tab.
4. Under the Meter Settings heading, each setting currently selected will be marked.
5. To change a setting, click the button beside the desired setting.
6. Click **Update Meter** or **Cancel**.

HINT: you can change meter formats any time as long as the meter is connected and on. For more information about the advanced features that your meter provides, see your meter User Guide.

Change Blood Sugar Targets in your Meter



The Meter Information screen in GLUCOFACTS®DELUXE will display those settings that are available on the connected meter. Note that different meters provide different levels of functionality. The ability to change Target blood sugar settings in the meter may not be available for your meter. See your meter User Guide for how blood sugar targets are used in the meter.

CAUTION: These values can be changed to the ranges you and your health care professional decide are your personal target ranges.



WARNING

Discuss with your health care professional what personal target ranges are best for you.

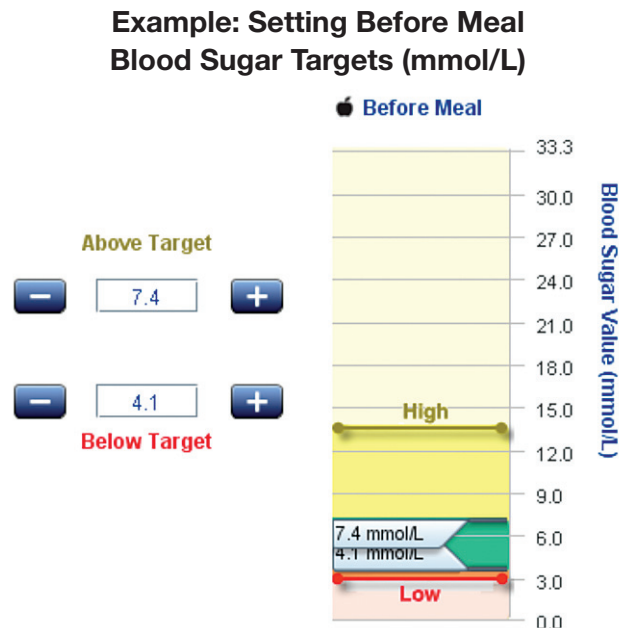
1. Make sure your meter is connected and ON.
2. Select the person from the  list OR click  on the top toolbar.
3. Click the **Meter Information** tab.
4. If **View All** is selected under Blood Sugar Settings, all of the meter's current target settings are shown, plus High and Low limits (if available on the meter). Each blood sugar range is colour-coded.

HINTS:

- If your meter is set to *AutoLog off*, you will be able to change the overall blood sugar Target range and the High and Low limits (if available on your meter).
- If your meter is set to *AutoLog on*, you will be able to change Fasting (if available), Before Meal, and After Meal blood sugar target levels and the High/Low limits (if available).

5. Under **Blood Sugar Settings**, click the blood sugar range you wish to edit. In the example below, the 'Before Meal' target is selected. Only one type of setting can be changed at a time.

HINT: if Before Meal, After Meal and Fasting targets are settable in your meter, the overall Target range will be view-only.



6. To change the meter's Before Meal blood sugar limits:

- Click (or press and hold) the plus  and minus  buttons.

OR

- Click and drag the Target slider 'handles'  on the column as shown.

OR

- Type the Above Target / Below Target numbers in the white boxes.

7. Click **Update Meter** or **Cancel**.

For CONTOUR®USB and CONTOUR®NEXT USB users:

If you change the meter's blood sugar Target settings on the Meter Information screen and the revised Target range does not match the software blood sugar settings, the following window displays and gives you update options.



WARNING

Discuss with your health care professional what blood sugar limits are best for you.

Change High and Low Limits in your Meter





WARNING

Discuss with your health care professional what High and Low blood sugar limits are best for you.

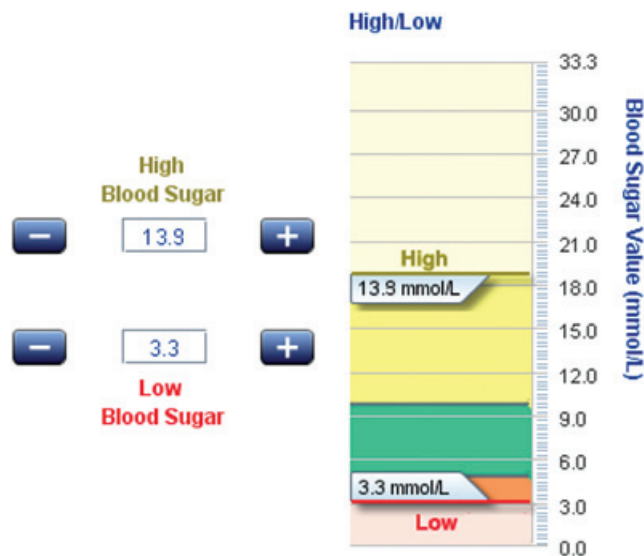
See your meter User Guide for more information about High and Low Limits, if available.

CAUTION: These values can be changed to the limits you and your health care professional decide are your personal High and Low blood sugar limits.

The Meter Information screen in GLUCOFACTS®DELUXE will display those settings that are available on the connected meter. Note that different meters provide different levels of functionality. The ability to change High and Low blood sugar limits in the meter may not be available for your meter.

1. Make sure your meter is connected and ON.
2. Select the person from the  list OR click  on the top toolbar.
3. Click the **Meter Information** tab.
4. Click on the **High / Low** tab.


Example: Setting High and Low Limits (mmol/L)



5. To change the meter's High and / or Low blood sugar limits:

- Click (or press and hold) the plus  and minus  buttons.

OR

- Click and drag the slider 'handles'  on the High / Low column as shown.

OR

- Type the High / Low numbers in the white boxes.

6. Click **Update Meter** or **Cancel**.

CAUTION: For some meters, the meter's High and Low settings can be changed only through GLUCOFACETS DELUXE. High and Low limits must be within the limits set by the meter.



Change a Meter's Blood Sugar Ranges to Match GLUCOFACETS®DELUXE

If your meter allows you to set High Target and Low Target blood sugar levels, GLUCOFACETS DELUXE warns you if the meter's Target blood sugar levels are not the same as the Personal Target levels in the application.

CAUTION: For CONTOUR®USB and CONTOUR®NEXT USB meters, you will only be warned if **AutoLog is OFF**.



WARNING

Discuss with your health care professional what High and Low Target levels are best for you.

You can change the meter's High Target and Low Target levels during or after a download as long as the meter is still connected:




During a download:

- Click **Synchronise Meter to Match GLUCOFACETS & Continue** on the Synchronise Settings window.






After a download:

- Click the **Meter Information** tab. A warning message displays if the meter's date and time and / or Target Blood Sugar levels are out of sync with the application, for example:  **Meter Blood Sugar Ranges do not match the Software.**
- Click **Update meter to match the Software**.




View and Change GLUCOFACTS DELUXE Settings

You can view and change the settings that are standard in GLUCOFACTS DELUXE.

GLUCOFACTS DELUXE Version	Description
 Meter Version	You can change the following application settings: <ul style="list-style-type: none"> • General (download options and language settings) • Print Reports (reports and date ranges for printing)
 Computer Version	There are 4 types of application settings: <ul style="list-style-type: none"> • General (database management, meter connection, and language settings) • Blood Sugar (target ranges), see 'Set Blood Sugar Ranges' • Time Period (daily time period settings), see  'Set Daily Time Periods' • Print Reports (reports and date ranges for printing) <p>Application settings apply to everyone in GLUCOFACTS DELUXE unless a person has personal Blood Sugar or Time Period settings. Just click on each Settings tab to view and change the application's settings.</p>








Change the Language Used in GLUCOFACTS DELUXE

1. Click  on the top toolbar. If GLUCOFACTS DELUXE is installed on your computer , click the **General** tab.
2. Click the down arrow  in the **Language** box and select the desired language.
3. Click **Save Changes** or **Cancel**.

CAUTION: This language setting does not change the language in the meter, which may be different from the language set in the application.

Set Up Automatic Downloading and Report Printing


You can set up GLUCOFACTS®DELUXE to automatically download your readings or download and print your reports each time you connect your meter. To change these settings:

1. Click  on the top toolbar.  In the computer version, click the **General** tab.
2. Select one of the following when a meter is plugged into a computer:
 - Always Ask Me What I Want to do (available on  computer version)
 - Automatically Download Readings
 - Automatically Download Readings and Print Reports
3. Select one of the following when a connected meter is NOT recognised (available on  computer version):
 - Always Ask Me What I Want to Do
 - Automatically View Reports Only
 - Automatically Print Reports Only
4.  In computer version, you can also check the following boxes:
 - Always update the meter's date and time
 - Always update your personal blood sugar targets to match your meter
5. Click **Save Changes** or **Cancel**.

CAUTION: If you select automatic printing, click the **Print Reports** tab or the **Content for Print Settings** on the Settings screen to select the reports and date ranges for all printed reports and PDF files. Reports will print to your default printer.

For Non-USB Meters, Designate COM Ports

Important Note: this section applies to meters with serial ports.

1. Click  on the top toolbar.
2. Click the **General** tab.
3. Click **Manage Connections** to view all available ports for the computer's operating system. Make sure Serial Port Communications is set to **Enable**.
4. If you know the COM Ports you want GLUCOFAC[®]TS DELUXE to use, check the **Use** box next to each COM Port.
5. To see which port the meter is connected to:
 - Connect the meter.
 - Turn the meter on.
 - Click **Scan for meter**.

When GLUCOFAC[®]TS DELUXE detects the meter on a port, it places a check in the port's 'Use' column.

6. Select one of the communication options:
 - Use currently detected meter port only (option available only if a meter is connected and the application has detected the meter on a port).
 - Scan all ports (may interfere with other devices).
 - Scan selected ports only (option available only if one or more COM Ports have been checked in the 'Use' column).
7. Click **Save** or **Cancel**.

HINT: you can change meter communication setup at any time.






Using the Database – Computer Version

If GLUCOFAC[®]TS DELUXE is installed on your computer, you can store one or more people in the database.

Add a New Person

1. Click  on the top toolbar.
2. Click + **Create a New Person**.
3. Complete required (*) fields in the Profile:
 - Enter the person's First Name and Last Name. You can use your computer's **Tab** key to move from field to field.
4. Complete pull-down and text fields as desired.
5. Click **Save Changes** or **Cancel**.

HINT: if a 'Duplicate Person' window pops up, the person you saved has the same First Name and Last Name of someone already in GLUCOFAC[®]TS DELUXE. To save the new person, you may:

- Click **Edit Profile**, change one of the identical fields, and save again.

OR

- Click **Save as Duplicate**. GLUCOFAC[®]TS DELUXE will attach a number to the end of the Last Name, for example 'Jane Doe [2].'

Associate (Assign) a Meter to a Person

During a meter download if you have selected '**Always Ask Me What I Want to Do**' when an unrecognised meter is detected:

1. From the New Meter Detected dialog box, click **Associate to an Existing Person & Download Readings**. Note that this option will not be available if there are no people in GLUCOFAC[®]TS DELUXE.
2. Type the ID, First Name, Last Name, or Date of Birth in the text box. As you type, GLUCOFAC[®]TS DELUXE lists all the people that may be a match.
3. Click on the row to select the person you want. GLUCOFAC[®]TS DELUXE copies the whole row into the text box.
4. If the name in the text box is correct, click **Associate**. The meter is now assigned to the person you selected. GLUCOFAC[®]TS DELUXE takes you to the person's reports.

After a meter download:




1. Click on one of the links (underlined) at the top of the 'temporary' report to assign an unrecognised meter:
 - To save it and create a new profile (you create a new person and the connected meter is assigned to him/her).

OR


- Associate this meter to an existing person (you select a person from the  list).

View or Print Reports Without Setting Up a Person

If you do not assign a new meter to an existing person, or add a new person for the meter, GLUCOFAC[®]TS DELUXE automatically assigns a 'temporary person' to this meter. You can view and print all reports for the temporary person, as well as select the temporary person from the  list until the next meter is downloaded or you close the application.


HINT: there can only be one temporary person in GLUCOFAC[®]TS DELUXE at a time.

Find a Person in GLUCOFACTS® DELUXE

1. Click  on the top toolbar. GLUCOFACTS DELUXE lists all people currently stored in the system. You can move through the list by using the scroll bar on the right.
2. Type the ID, First Name, Last Name, or Date of Birth in the text box. As you type, GLUCOFACTS DELUXE lists all the people who are a match.
3. Click on the row to select the person you want. GLUCOFACTS DELUXE copies the whole row into the text box.
4. If the name in the text box is correct, click **Find Person**. The row is highlighted.
5. Click once on the highlighted row to go to the person's page.


Remove a Person

Important Note: use the **Delete Person** button with care! The person you delete cannot be restored.

1. Click  on the top toolbar.
2. Select the person from the list.
3. When the person's page displays, click – **Delete Person** in the upper right corner of the screen.
4. When you are prompted to confirm the deletion, click **YES**.

Change the Sort Order of the People List



By default, the People list is sorted in descending order from A to Z by Last Name, but you can sort the list in ascending or descending order by any column.

1. Click  on the top toolbar.
2. Click on the column header, for example, 'Date of Birth.'
3. When the small arrow displays, it will be pointing down (▼) or up (▲). In the example below, the list is sorted in descending order, with the most recent date first:

First Name	Last Name	Date Of Birth ▼
Jane	Doe	Feb 5, 1990
John	Smith	Jan 15, 1980



4. To reverse the sort order of the column, click on ▲ or ▼ or the column header, again.

Create a New Database of People for GLUCOFACTS®DELUXE

1. Click  button on the top toolbar.
2. Click **Database Setup**.
3. Click **Create a new database** and choose the location.
4. To change the location of the new database, click the **Browse** button, select the desired folder, then click **Choose Folder**.
5. When the correct database location (path) displays in the Create a New Database box, click **Create**.
6. GLUCOFACTS DELUXE updates the application and returns you to the  screen.


HINT: every new database is created with the standard settings for Blood Sugar and Time Periods. GLUCOFACTS DELUXE can be used with or without a people database provided it is running from a computer (and not from a CONTOUR®USB or CONTOUR®NEXT USB meter). To run the application without a database, simply create a temporary person by selecting *View Reports* or *View and Print Reports* when downloading a meter.

Use a Different Database of People

1. Click  on the top toolbar.
2. Click **Database Setup**.
3. On the Database Setup screen click **Select an existing database**, then click the **Browse** button.
4. Select the folder that contains the desired database (file name must be 'Bayer.db') and click **Select Database**.
5. When the correct database file displays in the Existing Database box, click **Select**.
6. GLUCOFACTS DELUXE updates the application and returns you to the  screen.

HINT: the database you change to may have different Blood Sugar and Time Period settings than the previous database. Please review your database settings to confirm.


Confirm the Location of the Database File for GLUCOFAC[®]TS DELUXE


1. Click  on the top toolbar.
2. The current location (path) of the database is displayed in the Database Information area of your screen.

HINT: GLUCOFAC[®]TS DELUXE can be used with or without a people database. To use without a database, you can download meter data to a temporary person. See 'Downloading Your Meter's Readings to GLUCOFAC[®]TS DELUXE' and 'View or Print Reports Without Setting Up a Person in the Database.'

Copy / Import a Person From Bayer's WinGLUCOFAC[™]TS Software Into GLUCOFAC[®]TS DELUXE

You may import one person or a group of people from Bayer's WinGLUCOFAC[™]TS into GLUCOFAC[®]TS DELUXE one time. This feature is not available for MAC computers or newer computers with 64-bit Operating Systems.

HINT: if you were using WinGLUCOFAC[™]TS on a 32-bit computer and you have migrated to a 64-bit computer, install GLUCOFAC[®]TS DELUXE to both computers. On the 32-bit computer, follow the import steps below. After importing the WinGLUCOFAC[™]TS files, copy the Bayer.db (see  'Confirm the Location of the Database File for GLUCOFAC[®]TS DELUXE' above) from the 32-bit computer to the location of the Bayer.db file on the 64-bit computer.

1. Click  on the top toolbar.
2. Click **Import** in the upper right corner of the screen.
3. Click **Continue** to proceed or **Cancel** to return to the list without importing.
4. In the Locate Data window choose one:
 - Select a single WinGLUCOFAC[™]TS file to import.

OR

- Select a folder containing WinGLUCOFAC[™]TS files to import.
5. Enter the file/folder name that contains the Bayer's WinGLUCOFAC[™]TS person or group you wish to import.

OR

Click the **Browse** button to navigate to the correct folder. Highlight the file/folder and click **Import/Save** to select it.

HINT: only files from Bayer's WinGLUCOFAC[™]TS version 3.0 (or higher) with a file type of '.dex' containing a first and last name may be imported.

6. When the file/folder is displayed in the Locate Data box, click **Import**.

7. If GLUCOFACTS®DELUXE finds a Bayer's WinGLUCOFACTS™ person(s) with the same Name, Date of Birth, and ID as someone in the application, for example, 'John Smith' below:

Import Data Tool

Step 3: Resolve Conflicts
DUPLICATES FOUND!
GLUCOFACTS Deluxe tried to import the following people and found a duplicate name, ID and birthdate
To add a duplicate person to GLUCOFACTS Deluxe, click in the 'Import as Duplicate' box now.

IMPORT AS DUPLICATE	ID Number	LAST, FIRST NAME	Date Of Birth
<input checked="" type="checkbox"/>	132-AD120	Smith, John	Jan 1, 1950

Step 3 of 3

Cancel **Continue**

- Check the **Import as Duplicate** box to create a second entry for this person (for example, 'Smith [2], John').

OR

- Leave the box blank to stop the import of this person.
8. Click **Continue** to complete the import, or click **Cancel** at any time to stop the import process. GLUCOFACTS DELUXE tells you when the import finishes successfully.
9. Click **Done**.

Glossary

Abbreviations & Terms	Definition
%	Percent symbol. A portion of the total, where the total is represented by 100. If the percent of readings in the Target range is 50%, then 50 out of 100 readings are in the Target range.
A1c (HbA _{1c})	Also known as 'HbA1c,' 'Glycohaemoglobin,' and 'glycosylated haemoglobin.' A blood test that shows a person's 3-month average blood sugar, displayed as a decimal percent, for example, 6.8%, or as a number, for example, 83 mmol/mol.
Above Target	Blood sugar readings that are above the 'Target' blood sugar range. <i>Example:</i> if the Target range is 3.9 – 13.8 mmol/L, a reading of 13.9 mmol/L or higher will be considered 'Above Target.'
After Meal Reading	<p>Post-meal reading. A blood sugar meter reading marked on the meter by the user to indicate the reading was taken after food, where food is generally thought of as breakfast, lunch, dinner, or a substantial snack.</p> <p>Only some meters provide meal markers.</p>
AutoLog: ON/OFF	<p>The AutoLog feature present in some CONTOUR® meters lets you mark your test result as Before Meal or After Meal during the 5 second test countdown. You can select No Mark if you are testing at times other than before or after a meal.</p> <p>When AutoLog is ON, a result will not appear until it is marked as Before Meal, After Meal, or No Mark, unless the result is in the High (hyperglycaemic) or Low (hypoglycaemic) ranges.</p> <p>You can change Before Meal and After Meal Target blood sugar ranges when AutoLog is enabled. Refer to your meter User Guide for more information about AutoLog, including what the default setting is on your meter.</p>
Avg	Average. The average blood sugar reading for the specified date range. Calculated by dividing the sum of all blood sugar readings by the number of individual readings.
Avg. Tests Per Day	Calculated for the Summary Report as the total number of blood sugar tests taken in the specified date range, divided by the Days Covered.
Bar Chart	A chart where the height of each bar (column) represents the percent of blood sugar readings in each blood sugar range, compared to the total number of readings. Also called a Bar Graph.
Before Meal Reading	<p>Pre-meal reading. A blood sugar meter reading marked on the meter by the user to indicate the reading was taken before food, where food is generally thought of as breakfast, lunch or dinner.</p> <p>Only some meters provide meal markers.</p>

Abbreviations & Terms	Definition
Below Target	Blood sugar readings that are below the 'Target' blood sugar range. <i>Example:</i> if the Target range is 3.9–7.2 mmol/L, a reading of 3.8 mmol/L or lower will be considered 'Below Target.'
Blood Glucose	Sugar in the form of glucose in the blood. The concentration of glucose in the blood, measured in millimoles of glucose per liter of blood. This application uses the term 'blood sugar' for all references to blood glucose.
Blood Sugar Ranges	The 3 levels that blood sugar readings can belong in: Low, Target and High. Blood sugar ranges can be changed by the user in the Settings function of GLUCOFAC [®] TS DELUXE.
Cable Driver	A set of files that enable your computer to install and use Bayer's USB cable.
Carb Entry	Carbohydrate entry. A carbohydrate entry entered by the user that indicates the amount of carbohydrates eaten and the type of carb units. Note that only some CONTOUR [®] meters from Bayer have this functionality.
Carb Units	Carbohydrate units. The type of units the carbohydrate is shown in – Points, Grams, or Choices.
COM Port	Communication port. The port (connector) on the computer that is used to attach a device, such as a meter or printer, to the computer using a cable.
Control Reading	A meter reading obtained by testing a control solution, used to ensure a meter is functioning properly. Control readings are not included in calculations of average or standard deviation.
Daily Time Period	A time range within a day, for example, a 'Morning' time period may range from 5:30 am (inclusive) to 10:00 am (exclusive).
Daily Time Period Label	The name associated with a Daily Time Period, for example 'Morning' or 'Evening,' editable by the user.
Days Covered	The number of days in the specified date range. Displayed in the Summary Report.
Default	The standard or pre-set value in GLUCOFAC [®] TS DELUXE. Users can change default settings for blood sugar ranges, daily time periods, and date ranges for reports.
Deleted Reading	A blood sugar reading marked on the meter as 'deleted' by the user. Deleted readings are not included in calculations of average or standard deviation. Note that only certain meters allow the user to delete readings.
Fasting Reading	A blood sugar meter reading marked on the meter by the user to indicate the reading was taken after fasting, where no food has been eaten for 8 hours. Note that only some Bayer CONTOUR meters provide fasting markers.

Abbreviations & Terms	Definition
GLUCOFACETS Settings	The application's settings for blood sugar ranges and time periods that are pre-set (have default values) in GLUCOFACETS®DELUXE. Users can customise these settings for an individual by selecting the Use Personal Settings option. This option tells the application to use the customised blood sugar and time period settings instead of the GLUCOFACETS settings, for this individual.
High Limit	The High Limit reflects the High Alert setting in your meter. The High Alert comes pre-set to 13.9 mmol/L in your meter and can be re-set in some meters from Bayer or in GLUCOFACETS DELUXE. See your meter User Guide for additional information.
High Reading	A meter reading with a value greater than the highest allowable value for the meter. Refer to your meter User Guide to see the highest allowable value for the meter. For example: if the meter range is 0.6 – 33.3 mmol/L, a 'High' reading is 33.3 + 0.1 or 33.4 mmol/L or greater. Displayed as 'High' in GLUCOFACETS DELUXE reports.
Insulin Entry	An insulin entry entered by the user that indicates the amount and type of insulin taken. Note that only some CONTOUR® meters from Bayer have this functionality.
Insulin Type	The insulin type for the insulin entry – Long-Acting, Fast-Acting, or Mixed.
Logbook Marker	A marker for a reading that can be used as a reminder to check the Logbook for more information about the reading. Note that only some Bayer CONTOUR meters provide Meal and Logbook markers.
Low Limit	The Low Limit reflects the Low Alert setting in your meter. The Low Alert comes pre-set to 3.9 mmol/L in your meter and can be re-set on some meters from Bayer or in GLUCOFACETS DELUXE. See your meter User Guide for additional information.
Low Reading	A meter reading with a value less than the lowest allowable value for the meter. Refer to your meter User Guide to see the lowest allowable value for the meter. For example: if the meter range is 0.6 – 33.3 mmol/L, a 'Low' reading is 0.6 – 0.1 or 0.5 mmol/L or lower. Displayed as 'Low' in GLUCOFACETS DELUXE reports.
Max	Maximum. The highest blood sugar reading in a specific set of readings.
Min	Minimum. The lowest blood sugar reading in a specific set of readings.
No Mark	A label that indicates the readings are not marked with a meal marker. Readings marked 'Logbook' are also in the 'No Mark' category.




Abbreviations & Terms	Definition
Personal Settings	The blood sugar ranges and time period settings that can be customised for an individual in the computer version of GLUCOFACTS®DELUXE. Users can modify these settings in the person's Settings Preferences > Blood Sugar and Time Periods tabs.
Pie Chart	A chart that resembles a pie, where each slice is a percent of blood sugar readings in each blood sugar range, compared to the total number of readings.
Reference Method	The method used to calculate a blood sugar value from a blood sample. The 3 Reference Methods currently in use are: Plasma, Whole Blood, and Deproteinized Whole Blood.
Simple Print	<p>A button function on the CONTOUR®USB / CONTOUR®NEXT USB Home screen and on all report pages in GLUCOFACTS DELUXE that lets you quickly print out reports using saved print settings. Simple Print uses the reports and time period you have selected in the Settings section of the application.</p> <p>HINT: the default print settings for all print and PDF functions are: the Last 2 Weeks for the Logbook, Standard Day, and Standard Week Reports.</p>
Std. Deviation	<p>Standard Deviation. A measure of how much the blood sugar results vary. A low standard deviation means the blood sugar readings are similar; a high standard deviation means the blood sugar results vary widely.</p> <p>In GLUCOFACTS DELUXE, a minimum of 3 readings is required to calculate standard deviation.</p>
Trends	<p>A feature in some CONTOUR® meters that allows users to view their <i>Before Meal Average</i>, <i>After Meal Average</i>, and <i>Total Average</i>, when the AutoLog feature is ON.</p> <p>When AutoLog is ON, the Total Trends Average will include readings marked as 'No Mark.'</p> <p>The Trends feature displays your averages and your results as they compare to your targets, for a range of time that you select. The range of time used to calculate your Trends Average depends on your meter and can be changed. See your meter User Guide for the Trends Average Ranges available for your meter.</p>
Trends Report	A graph of blood sugar readings by day for a specified date range with the option to include a carb and/or insulin graph for the date range in the report.
USB	Universal Serial Bus. A type of connection between a device and a host computer.
USB Meter	A meter from Bayer with a built-in USB connector, such as the CONTOUR USB / CONTOUR NEXT USB and DIDGET® (where available) meters.

Troubleshooting


Item	Response
'All Readings' Greyed Out on Change Date Range Window	<p>The 'All Readings' option on the Change Date Range window for reports is greyed out.</p> <p>If there is no data for a person's reports, GLUCOFAC[®]TS DELUXE cannot know the 'From' and 'To' dates for 'all readings' and this button will be disabled.</p>
Cannot Change Personal Settings	<p>I cannot change my Blood Sugar and/or Time Period Personal Settings - they are greyed out (inactive).</p> <p>If you selected Use GLUCOFAC[®]TS Settings in the upper left corner of a person's Blood Sugar or Time Periods screen, these personal settings will be inactive and GLUCOFAC[®]TS DELUXE blood sugar and time period settings will be used.</p> <p>To edit and use Personal Settings, click Use Personal Settings.</p>
Carb / Insulin Information Not Available	<p>The application is displaying the following message on the bottom of every screen:</p> <p>'To enter carb/insulin information, upgrade to the PC version of the software from www.bayerglucofacts.com.'</p> <p>Your CONTOUR[®]USB does not support the entry of carbs and insulin. The PC or MAC version of GLUCOFAC[®]TS DELUXE will allow you to manually enter carb and insulin information into the software. Visit www.bayerglucofacts.com to download the software.</p>
Carb Units Menu	<p>There is a Carb Unit drop-down menu at the top of my GLUCOFAC[®]TS DELUXE reports. Why?</p> <p>If you have carb entries and there are different carb units in the selected date range, GLUCOFAC[®]TS DELUXE provides a drop-down menu so you can switch carb units as you view the reports.</p> <p>Simply:</p> <ol style="list-style-type: none"> 1. Click the down arrow in Carb Units: Grams ▼ at the top of the report. 2. Click on the desired carb unit. <p>HINT: for a definition of Carb Units, see the <i>Glossary</i>.</p>
Connection Problems	<p>I cannot connect my meter to the computer.</p> <p>Refer to your meter or cable User Guide for instructions for connecting your meter to the cable and your cable to the computer.</p>

Item	Response
Download Interrupted	<p>GLUCOFACTS® DELUXE returned a meter communication error (an error code with the prefix ‘ME’) and the download was interrupted.</p> <p>Verify that all cables are securely connected from your meter to the computer or that your meter fits securely into the USB port on your computer.</p> <ol style="list-style-type: none"> <i>If your meter does <u>not</u> have a USB connector:</i> <ul style="list-style-type: none"> Make sure the meter batteries are not low: unplug the meter, turn it on, and see whether the low battery icon displays on the meter screen. Try to download your readings again. <i>If your meter has a USB connector:</i> <ul style="list-style-type: none"> Unplug your meter, and then reconnect it. Readings will download again.
E-14 Meter Error	<p>The meter download was successful but my meter is displaying an ‘E-14’ error message.</p> <p>HINT: this error will not occur if you are using a meter with a USB connector.</p> <p>This is not a problem with Bayer’s GLUCOFACTS DELUXE. After each <u>successful</u> download, some meters display an ‘E-14’ and automatically disconnect from the application. Your data is not affected, and you can press the M button on the meter to turn it off.</p> <p>If you want the meter to stay connected to GLUCOFACTS DELUXE:</p> <ol style="list-style-type: none"> Turn off your meter and turn it on again. The meter error message no longer displays and you can continue working with this meter.
Error During Import	<p>The application displays ‘No .dex files found in the selected path.’ during an Import.</p> <p>Only files with a ‘.dex’ extension can be imported from Bayer’s WinGLUCOFACTS™ into GLUCOFACTS DELUXE. The folder you selected contained files with other extensions.</p> <p>Click OK and select a different folder.</p>

Item	Response
Fasting / Before / After Meal Targets Not Displayed	<p>The Meter Information page does not display Fasting / Before Meal / After Meal Targets.</p> <p>Your meter must be set to AutoLog - ON in order for Fasting / Before Meal / After Meal Target blood sugar levels to be displayed and editable in GLUCOFAC[®]TS DELUXE.</p> <p>When AutoLog is ON, the overall Target levels can only be viewed, not edited, from the Meter Information screen.</p> <p>HINT: fasting levels are only available in some meters. See the <i>Glossary</i> for a definition of AutoLog.</p>
High / Low Limit Error	<p>The application displayed the following error message when a High or Low Limit was being changed:</p> <p>Example:</p> <p>‘The blood sugar Low value must be between 2.8 mmol/L to 3.9 mmol/L for this meter.’</p> <p>The High or Low Limit has been set to a value that is not valid for the meter.</p> <p>Click OK and revise the High/Low setting.</p>
Logbook Printout Too Long	<p>The Logbook Report printout is longer than expected.</p> <p>Rows in the Logbook represent days with entries. For a shorter printout, select a shorter date range. For information about changing the date range, see ‘Print a Report.’</p>
Logbook Reading ‘High’/‘Low’	<p>Some readings in the Logbook are displayed as ‘High’ or ‘Low’ instead of as a result.</p> <p>Meter readings that are outside of the meter’s reportable range (for example, readings greater than 33.3 mmol/L or less than 1.1 mmol/L in many meters from Bayer) will display in GLUCOFAC[®]TS DELUXE reports as ‘High’ or ‘Low’ instead of as a number result.</p> <p>For a definition of High and Low readings, see the Glossary.</p>
Long Meter Download Time	<p>The download seems to be taking too long.</p> <p>GLUCOFAC[®]TS DELUXE will notify you if there is a communication problem.</p> <p>HINT: download time increases as the number of readings in the meter increases.</p>












Item	Response
Meter Not Found	<p>I connected my meter and turned it on, but GLUCOFAC[®]TS DELUXE does not detect it.</p> <p>HINT: if you are using a meter with a USB connector (for example, Bayer's CONTOUR[®]NEXT USB meter), these steps do not apply.</p> <ol style="list-style-type: none"> 1. Make sure the cable is <u>firmly</u> plugged into the meter and that proper cable drivers are installed. Your meter screen displays 3 dashes when the meter is properly connected to the computer. 2. Click  on the top toolbar, then click the General tab. 3. Click Manage Connections and make sure Serial Port Communications is set to Enable. 4. If you have used your meter with GLUCOFAC[®]TS DELUXE in the past, there may be a problem with the COM Port(s) you set up. To check your COM Port settings, see 'Troubleshooting > Port Problems.' 5. If you are using GLUCOFAC[®]TS DELUXE for the <i>first time</i>, follow the steps in <i>Enable/Disable Serial Communication</i>. 6. If the problem persists, contact Customer Support. See 'Customer Support.'
Meter Timed Out	<p>My meter timed out in the middle of a task.</p> <p>If the Home screen displays a disconnected meter picture  or the Current Status on a person's Meter Information screen is 'Meter is not detected,' your meter may have timed out/turned off. Please note: this will not occur with CONTOUR[®]USB and CONTOUR[®]NEXT USB meters, which will always be on when connected to a computer.</p> <p>Simply turn your meter back on. GLUCOFAC[®]TS DELUXE will detect your meter and resume activities.</p> <p>HINT: when a CONTOUR USB or CONTOUR NEXT USB meter is connected, it will remain turned on.</p> <p>HINT: to view the Meter Information screen, select the meter owner from the  list, then click the <i>Meter Information</i> tab.</p>








Item	Response
<p>Non-Meter Devices Not Working</p>	<p>Since I started using GLUCOFAC[®]TS DELUXE with my meter, one of my other devices (for example, my PDA) is not working when I connect it to my computer.</p> <p>HINT: you will not experience these port problems if you are using a meter with a USB connector.</p> <p>GLUCOFAC[®]TS DELUXE and your non-meter device may be trying to use the same COM Port. Here are some things you can do to fix this problem:</p> <ol style="list-style-type: none"> 1. You can close down GLUCOFAC[®]TS DELUXE while you are using a non-meter device, so there is no conflict over a port. <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 2. You can <i>disable (turn off)</i> Serial Communication when you are finished using GLUCOFAC[®]TS DELUXE. You can then enable (<i>turn on</i>) Serial Communication each time you run GLUCOFAC[®]TS DELUXE and avoid connecting any other device to the computer while the application is running. <p>HINT: even if your meter is not connected to GLUCOFAC[®]TS DELUXE, the application will continue to search for a port(s) while it is running as long as Serial Communication is enabled.</p> <p>For directions on setting Serial Communication, see 'For Non-USB Meters, Designate COM Ports.'</p> <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 3. If you know the COM Port(s) that your non-meter device always uses, you can manually change the port settings in GLUCOFAC[®]TS DELUXE to avoid these ports. See 'For Non-USB Meters, Designate COM Ports.' <p>Note that a conflict between GLUCOFAC[®]TS DELUXE and other software will not damage any non-meter device or its software.</p>




Item	Response
<p>Port Problems</p>	<p>GLUCOFACTS® DELUXE displayed a message that another application may be using this COM Port.</p> <p>HINT: you will not experience these port problems if you are using a meter with a USB connector.</p> <p>This message indicates that Bayer's GLUCOFACTS DELUXE cannot communicate with your meter using this port.</p> <p><i>Solution #1: change your communication port (COM Port) settings:</i></p> <ol style="list-style-type: none"> 1. Click  on the top toolbar then click the General tab. 2. Click Manage Connections. 3. If you know the COM Port(s) you want GLUCOFACTS DELUXE to use, check the Use box to the right of each COM Port in the Detected Ports column. The port you check should have a Status of 'Available.' 4. Select Scan selected ports only. 5. Click Save. <p><i>Solution #2: check to see whether another application is using this port and wait until that application is finished before running Bayer's GLUCOFACTS DELUXE.</i></p> <p>HINT: some programs may open a communication port and keep it open all the time, preventing other applications from using this COM Port. A COM Port may only be opened by one program at a time. Exiting the application or rebooting your computer will most likely make the COM Port available for your meter.</p>
<p>Reports Show a Reference Method Menu</p>	<p>There is a Reference Method drop-down menu at the top of my GLUCOFACTS DELUXE reports. Why?</p> <p>If you download readings from multiple meters and they use different Reference Methods in the selected date range, GLUCOFACTS DELUXE provides a drop-down menu so you can switch Reference Methods as you view the reports.</p> <p>Simply:</p> <ol style="list-style-type: none"> 1. Click the down arrow in Reference Method: whole blood ▼ at the top of the report. 2. Click on the desired Reference Method. <p>HINT: for a definition of Reference Method, see the <i>Glossary</i>.</p>

Item	Response
Target Range Error	<p>The application displayed the following error message when I clicked 'Update meter to match the software' from the Meter Information screen:</p> <p>Example:</p> <p>'The Blood Sugar High value must be between 4.9 mmol/L to 16.7 mmol/L for this meter.'</p> <p>The settings for Blood Sugar Target Range High or Target Range Low that you changed and saved in the application were outside of the valid target ranges set on the meter.</p> <p>Click OK and revise the application's Blood Sugar Target Range Settings.</p>
Unsupported Meter	<p>GLUCOFACTS®DELUXE displayed a message that the meter was not a supported meter.</p> <p>GLUCOFACTS DELUXE supports all Bayer's CONTOUR® blood glucose monitoring systems (including DIDGET®) and BREEZE®2 systems.</p> <p>Please connect a supported meter from Bayer and try again.</p>

Meter Communication Error Codes as They Appear in GLUCOFACTS DELUXE

Error Code	GLUCOFACTS®DELUXE Displays	Possible Cause
DB01	 GLUCOFACTS has encountered an error while performing database operation. [Error Code: DB01]	Application has encountered a problem in database operations.
DB02	 GLUCOFACTS has encountered an error. Database location is EMPTY in Properties File. [Error Code: DB02]	Location specified in the database. Location property file is empty.
DB03	 GLUCOFACTS has encountered an error. Database not present in the specified location. [Error Code: DB03]	The database is not present in the specified location.
DB04	 GLUCOFACTS has encountered an error. Database file is read-only. [Error Code: DB04]	The database file has read-only permissions.
DB05	 GLUCOFACTS has encountered an error. Database file name must be Bayer.db [Error Code: DB05]	The selected database file name is not 'Bayer.db.'
DB06	 GLUCOFACTS has encountered an error. Invalid Database file. [Error Code: DB06]	Selected database file is invalid.
DB07	 GLUCOFACTS has encountered an error. Invalid selection. Please select a valid folder and try again. [Error Code: DB07]	Selected database location is invalid in the create database scenario.
DB10	 Selected database is same as current database. Please select a different database file and proceed. [Error Code: DB10]	The selected database file is same as the old database file.
DB11	 GLUCOFACTS has encountered an error. Database already present at this location. Do you want to overwrite? [Error Code: DB11]	Selected location already has a database file in existence.
DB13	 GLUCOFACTS has encountered an error. Invalid database. [Error Code: DB13]	The selected remote database is invalid.
GE03	 Readings downloaded from your meter may not be deleted. [Error Code: GE03]	The user tried to delete meter readings.

Error Code	GLUCOFACTS®DELUXE Displays	Possible Cause
IO02	 GLUCOFACTS has encountered an unexpected error. Please contact Customer Support. [Error Code: IO02]	Help file is missing.
IO03	 GLUCOFACTS has encountered an error while loading important settings. They have been replaced with valid values. [Error Code: IO03]	Settings file may have been corrupted.
JAVA	Java needs updating (with internet access)	Download the latest version of Java available from the link provided in the error message.
JAVA	Java needs updating (without internet access)	Locate the Java folder on the GLUCOFACTS drive and open it. Double-click on the provided Java installer to install Java on your PC.
ME02	 GLUCOFACTS has encountered a communication error. Please reconnect the correct meter and try again. [Error Code: ME02]	There was a communication error during download. The user may have changed the High or Low settings in the meter to values that conflict with one of the non-visible targets in the meter.
ME08	 The connected meter is not supported. Please connect a supported meter. [Error Code: ME08]	The meter is not supported.
ME10	 GLUCOFACTS has encountered an error while updating the meter date/time. Please check the PC date/time settings and try again. [Error Code: ME10]	The PC date is invalid for the meter.
PR01	 GLUCOFACTS has encountered an error. File containing the configuration settings is missing so all settings will revert to the defaults. [Error Code: PR01]	The property file may be deleted or corrupted.
RD01	 GLUCOFACTS has encountered an error while loading one or more blood sugar readings. They have been ignored. [Error Code: RD01]	Blood sugar readings may have been corrupted.

Error Code	GLUCOFAC [®] TS DELUXE Displays	Possible Cause
Smart Launch Fails	If Smart Launch fails to install (Windows)	<p>Locate the Glucofacts.bat file in the GLUCOFAC[®]TS drive</p> <p>Double-click on this file to launch GLUCOFAC[®]TS DELUXE</p>
Smart Launch Fails	If Smart Launch fails to install (MAC)	<p>Locate the Glucofacts.app file in the GLUCOFAC[®]TS drive</p> <p>Double-click on this file to launch GLUCOFAC[®]TS DELUXE</p>
WGF01	 GLUCOFAC [®] TS has encountered an error. Corrupted data in .dex files. [Error Code: WGF01]	The data may be corrupted.
WGF02	 GLUCOFAC [®] TS has encountered an error. Corrupted .dex file in the selected path. [Error Code: WGF02]	The file is corrupted.
WGF03	 GLUCOFAC [®] TS has encountered an error. [Error Code: WGF03]	The .dex file is missing the patient's first or last name.

GLUCOFAC[®]TS DELUXE Product Updates

If you have an internet connection, you will be automatically notified of product updates. If you do not have access to the internet, please use the phone number on the back of your Bayer blood glucose meter to contact customer support.

Customer Support

Bayer HealthCare Diabetes Care provides support for technical issues with Bayer's GLUCOFAC[®]TS DELUXE.

In the UK, call 0845 600 6030. In Ireland, call 1 890 920 111, 8am to 6pm Mon-Fri.
In Canada, call 1-800-268-7200 (9 a.m. to 9 p.m. EST, seven days a week).

For all countries, visit www.bayerglucofacts.com.

If an internet connection is not available, please call the customer service phone number as listed above.

Order a Cable From Bayer

The type of cable needed depends on your meter. Some meters from Bayer do not require cables at all (for example, CONTOUR®USB) and can be plugged directly into a USB port.

- Please visit www.bayerglucofacts.com. Select your country and follow the corresponding instructions. If an internet connection is not available, please call the Customer Service phone number on the back of your meter.



Uninstall the GLUCOFACTS®DELUXE Application

Remove From a PC

HINT: uninstall of an application can only be performed by users who have administrative rights.

1. Open the Control Panel window.
2. Double-click **Add or Remove Programs**.
3. Review the list of currently installed programs and click the GLUCOFACTS DELUXE application name to highlight it.
4. Click **Remove**.

Note that the Control Panel and Add or Remove Programs windows may vary slightly across operating systems.

Remove From a MAC

1. Locate the 'Uninstall GLUCOFACTS DELUXE' icon on your desktop or find it using the 'Finder' in the path 'Applications/Bayer HealthCare/GLUCOFACTS DELUXE/'
2. Double-click on the uninstall icon and follow the instructions provided by the uninstaller of GLUCOFACTS DELUXE.

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- 9. MISCELLANEOUS.** You shall have no right to sub-license any of the rights of this Agreement for any reason. In the event of the breach by you of this Agreement, you shall be liable for all damages to Bayer, and this Agreement shall be terminated. If any provision of this Agreement shall be deemed to be invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining portions of this Agreement shall not be affected or impaired thereby. In the event of a legal proceeding arising out of this Agreement, the prevailing party shall be awarded all legal costs incurred.
- 10. ENTIRE UNDERSTANDING.** This Agreement constitutes the entire Agreement between the parties for the supply of the Software and its associated user manuals and supersedes all prior arrangements, agreements, representations and undertakings. This Agreement may not be changed or modified except by a written instrument duly executed by each of the parties hereto.
- 11. GOVERNING LAW.** This Agreement shall be governed by and construed in accordance with the laws of the state of Delaware, without reference to conflict of laws. Each of the parties hereto agrees to exclusive jurisdiction in the courts of the State of New York.
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- 13. ACKNOWLEDGEMENTS.** I acknowledge that I have read this Agreement, understand it and agree to be bound by its terms and conditions.



Bayer HealthCare

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